

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today? Uh, the, the, someone left me a message, uh, about, uh, I work at ADEP HR, so they want me to call for medical. W-what is this about? I believe they were advising in regards to the open enrollment period they had. Yeah. Where all members are eligible to enroll into coverage. Um, our phone number was there 'cause we're the administrator for the health insurance they're currently offering. Yeah. So, so do I, do I call this number or do I talk to someone, you, you're gonna pass me to someone that uh, will help me? That will be with us, sir. You called the account administrators. If you have any interest in enrolling into coverage let us know so we can give you further instructions. Yeah. I, I, I'm interested. What are the last four of your Social to locate an account? 8128. And your last name, please? Darcos, D-A-R-C-O-S. Please verify the mailing address and date of birth. 66203 Darlington Avenue, Buena Park, 90621 and date of birth is 2-12-75. We have a best phone number to reach you down as 714-760-5758. That's correct. We have your email down as first and last name 02121975@gmail.com. That's correct. Okay, so the benefits that your staffing company offers are PPO limited plans, they're not major medical insurances. Uh-huh. Depending on the plan as well as depending if you're gonna put dependents, the only affected ones will be spouse or children, will depend on how much your policy is going to be coming out to. I see. No, it'll just be myself. Okay. Your staffing company is currently offering medical; dental; vision; short-term disability; life insurance, which is term life; critical illness group accident; behavioral health, which is virtual therapy; and ID expert, which is an identity theft protection. So those are the plans that they're currently offering on. You just advise me- I see. ... which ones you're interested in and I can give you further information in regards to them. Okay. Well, yeah, that, that sounds great what you just said. I mean, um, whatever's available I'll grab it. Okay, so those all are the plans that they offer currently, sir. You have to let me know which ones you want to be enrolled into or want more information so that I can further assist you. Ah, I see. Wow, that's a... okay. Um, is it, can you... is there any way you can email me that? Or, because that's, that's a lot to look at. If you like I can send you a copy of the benefit guide from your staffing company? Yes, please. It's gonna be sent from our office email which is info@benefitsinacar.com and it will be titled Benefit Guide, and it will be a PDF file attachment that's gonna be sent on that email. Okay. I appreciate it. Of course. And then did you want to look over it together or did you want to look at the benefit guide on your own and call back once you have a narrow vision of which plans you want to be enrolled into? Yeah, I'll call back as soon as I look at 'em. Understood. And then your company open enrollment period does not end till February 28th. Okay. All right. Got it. We'll be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Our phone number along with our schedule will be on that email for you as well. Thank you very much.

You've been helpful. Have a good day. Thank you too, sir. Thank you for calling us today. Have a wonderful rest of your day. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car, my name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, the, the, someone left me a message, uh, about, uh, I work at ADEP HR, so they want me to call for medical. W- what is this about?

Speaker speaker_1: I believe they were advising in regards to the open enrollment period they had.

Speaker speaker_2: Yeah.

Speaker speaker_1: Where all members are eligible to enroll into coverage. Um, our phone number was there 'cause we're the administrator for the health insurance they're currently offering.

Speaker speaker_2: Yeah. So, so do I, do I call this number or do I talk to someone, you, you're gonna pass me to someone that uh, will help me?

Speaker speaker_1: That will be with us, sir. You called the account administrators. If you have any interest in enrolling into coverage let us know so we can give you further instructions.

Speaker speaker_2: Yeah. I, I, I'm interested.

Speaker speaker_1: What are the last four of your Social to locate an account?

Speaker speaker_2: 8128.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Darcos, D-A-R-C-O-S.

Speaker speaker_1: Please verify the mailing address and date of birth.

Speaker speaker_2: 66203 Darlington Avenue, Buena Park, 90621 and date of birth is 2-12-75.

Speaker speaker_1: We have a best phone number to reach you down as 714-760-5758.

Speaker speaker_2: That's correct.

Speaker speaker_1: We have your email down as first and last name 02121975@gmail.com.

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay, so the benefits that your staffing company offers are PPO limited plans, they're not major medical insurances.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Depending on the plan as well as depending if you're gonna put dependents, the only affected ones will be spouse or children, will depend on how much your policy is going to be coming out to.

Speaker speaker_2: I see. No, it'll just be myself.

Speaker speaker_1: Okay. Your staffing company is currently offering medical; dental; vision; short-term disability; life insurance, which is term life; critical illness group accident; behavioral health, which is virtual therapy; and ID expert, which is an identity theft protection. So those are the plans that they're currently offering on. You just advise me-

Speaker speaker_2: I see.

Speaker speaker_1: ... which ones you're interested in and I can give you further information in regards to them.

Speaker speaker_2: Okay. Well, yeah, that, that sounds great what you just said. I mean, um, whatever's available I'll grab it.

Speaker speaker_1: Okay, so those all are the plans that they offer currently, sir. You have to let me know which ones you want to be enrolled into or want more information so that I can further assist you.

Speaker speaker_2: Ah, I see. Wow, that's a... okay. Um, is it, can you... is there any way you can email me that? Or, because that's, that's a lot to look at.

Speaker speaker_1: If you like I can send you a copy of the benefit guide from your staffing company?

Speaker speaker_2: Yes, please.

Speaker speaker_1: It's gonna be sent from our office email which is info@benefitsinacar.com and it will be titled Benefit Guide, and it will be a PDF file attachment that's gonna be sent on that email.

Speaker speaker_2: Okay. I appreciate it.

Speaker speaker_1: Of course. And then did you want to look over it together or did you want to look at the benefit guide on your own and call back once you have a narrow vision of which plans you want to be enrolled into?

Speaker speaker_2: Yeah, I'll call back as soon as I look at 'em.

Speaker speaker_1: Understood. And then your company open enrollment period does not end till February 28th.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: Got it.

Speaker speaker_1: We'll be open 8:00 AM to 8:00 PM Monday through Fridays Eastern Time. Our phone number along with our schedule will be on that email for you as well.

Speaker speaker_2: Thank you very much. You've been helpful. Have a good day.

Speaker speaker_1: Thank you too, sir. Thank you for calling us today. Have a wonderful rest of your day.

Speaker speaker_2: Bye-bye.